

PIERCE COUNTY AUDIT - SEPTEMBER 2005 REPORT BY ZUCKER SYSTEMS

A. OVERVIEW

This report is based on a review of the September 8, 2005 Fast Forward report.

B. SEPTEMBER 8, 2005 FAST FORWARD REPORT

This report continues to be very useful. My comments include:

1. % Completed on Time

It was useful to see this data for the Building Division. Hopefully in October this type data will be available for all the divisions. It would also be useful to see the same data for last month. Better yet would be to develop another chart that would show this data each month of the year.

2. Applications By Month Charts

These are very helpful. They can be made even more useful if a line were added showing the application history for 2004.

3. New Priorities

We are pleased to see that counter wait times may be becoming a priority. Pierce County times continue to be the worst we have seen in our 150 contacts.

4. Resource Management

The backlog in Resource Management is growing so why are positions being kept vacant and staff is being diverted to Project Managers? The lack of productivity in this section can effect timelines in other sections.

5. Current Planning

Reducing backlog has been slow in this function. Hopefully the new staff and consultants will show more progress next month.

6. Development Center

The timelines for Information are actually worse for the reporting period having decreased from 93 the prior month to 109 this month. It would be useful include the number of customers by month on the chart. We are surprised that the % of calls answered continues to be so low since we thought an additional person was being added to the phones. The speculation that callers who hang up eventually call back is a terrible way to look at customer service.